



Improving Outcomes for Newcomers: Developing Tools to Address Language Barriers to Services across the Public Sector

CIC is inviting you to support a project that will improve newcomers' overall experience in accessing settlement and other related services.

In January 2011, Citizenship & Immigration Canada (CIC) contracted PSTG Consulting Inc. to ***improve newcomer access to the services they need beyond settlement.*** Language and interpretation services have been shown to be a critical element to improving access therefore PSTG has been requested to facilitate the ***development of service delivery tools and resources that address language barriers,*** which can be adapted and used by diverse organizations and service providers in the human services sectors, including health, legal, education and employment.

CIC is committed to a leadership role in immigrant service delivery by supporting the development of language access and interpretation tools and resources that can be broadly applied to the settlement sector and to other organizations that provide services to newcomers.

The project will involve the following activities:

- Completion of an environmental scan/review of good practices already being undertaken across the human services in Ontario or other jurisdictions to address language barriers;
- Consultations with front line providers and decision makers at service delivery organizations that regularly intersect with the settlement sector (i.e., health, legal, education, employment and social services sectors);
- Consultations with professional and sectoral associations in the sectors identified above (e.g. health, education etc.);
- Documentation of the challenges identified during the consultation process in delivering services to newcomers who do not speak English as well as the impact of language barriers upon quality service delivery - from the perspective of the service provider, the institution, and the sector;
- Identification of feasible and actionable solutions to these language barriers; and
- Development of a toolkit and/or workbook that enables organizations in the best and most feasible way to support newcomer access to services in their sector. This may include setting up an interpretation service within the organization; developing a process for staff to access professional interpretation services; creating a volunteer interpreter program; or creating a shared service centre for groups of diverse service providers.

The key activities of this project will be guided by an Advisory Committee comprised of representatives from the diverse human services sectors identified above as well as expertise in settlement and/or interpretation service delivery.



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From February to March 2011, PSTG will be consulting with the various human services sectors (e.g. legal, housing, health, education) as well as representatives from provincial associations. Focus groups will be scheduled to take place throughout the province.

For additional information about the project, please contact:

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